

CLAIMS

What is claimed is:

1. A system comprising:

a graphical user interface operative to indicate at least one of a plurality of availability states of an agent; and

a routing system operative to control the routing of customer communications to the agent based on a current availability state of the agent.
2. The system of claim 1, wherein the customer communication comprises a telephone call.
3. The system of claim 1, wherein the customer communication comprises an electronic communication.
4. The system of claim 3, wherein the electronic communication comprises one of an email and a chat session.
5. The system of claim 1, wherein the availability states include an available state and an unavailable state.
6. The system of claim 1, wherein the work status indicator is operative to transition the current availability state of the agent to another one of the plurality of availability

states in response to at least one of a selection by the agent, the end of a timeout period, an initiation of client communication, and a termination of a client communication.

7. The system of claim 6, wherein the availability states include a wrap up state, wherein the work status indicator transitions from an unavailable state to the wrap up state after an agent completes a client communication session, and wherein the work status indicator transitions from the wrap up state to the available state after a predetermined time.

8. The system of claim 1, wherein the GUI further comprises:
a statistics indicator operative to indicate an amount of time the agent is in the current availability state.

9. A method comprising:
presenting a work status indicator in a graphical user interface, wherein the work status indicator identifies at least one of a plurality of availability states of an agent; and
controlling the routing of customer communications to the agent based on a current availability state of the agent.

10. The method of claim 9, wherein the customer communication comprises a telephone call.

11. The method of claim 9, wherein the customer communication comprises an electronic communication.

12. The method of claim 11, wherein the electronic communication comprises one of an email and a chat session.

13. The method of claim 9, wherein the availability states include an available state and an unavailable state.

14. The method of claim 9, further comprising:
transitioning the work status indicator from the current availability state of the agent to another one of the plurality of availability states in response to at least one of a selection by the agent, the end of a timeout period, an initiation of client communication, and a termination of a client communication.

15. The method of claim 14, wherein the availability states include a wrap up state, and further comprising:

transitioning the work status indicator from an unavailable state to the wrap up state after an agent completes a client communication session, and

transitioning the work status indicator from the wrap up state to the available state after a predetermined time.

16. The method of claim 9, further comprising:

presenting a statistics indicator in the graphical user interface, wherein the statistics indicator is operative to indicate an amount of time the agent is in the current availability state.

17. An article comprising a machine-readable medium including machine-executable instructions operative to cause one or more machines to:

present a work status indicator in a graphical user interface, wherein the work status indicator identifies at least one of a plurality of availability states of an agent; and

control the routing of customer communications to the agent based on a current availability state of the agent.

18. The article of claim 17, wherein the customer communication comprises a telephone call.

19. The article of claim 17, wherein the customer communication comprises an electronic communication.

20. The article of claim 19, wherein the electronic communication comprises one of an email and a chat session.